

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2019

Docket No. ACR2019

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-7 OF CHAIRMAN'S INFORMATION REQUEST NO. 1

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 1, issued on January 9, 2020. Each question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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1. The following concerns Self Service Kiosks (SSKs).¹
 - a. Please provide the number of SSKs in operation as of the end of FY 2019. If this number differs from the Postal Service's CHIR response in Docket No. ACR2018,² please explain why the number of SSKs in operation changed in FY 2019.
 - b. Please describe any formal plan(s) for the addition or removal of SSKs during FY 2020.

RESPONSE:

- a. As of the end of FY 2019, there were 2,775 RSS-SSKs, of which 2,727 were in operation. This number differs from the 2,745 RSS-SSKs the Postal Service reported in its response to CHIR No. 1, Question 6 in Docket No. ACR2018 because there are now 27 RSS-SSKs in test labs and/or Help Desks, 14 RSS-SSKs reserved for Lobby of the Future sites and/or Self-Operating Post Offices (SOPOs), 3 RSS-SSKs in stages of relocation, 1 RSS-SSK stolen, 1 RSS-SSK damaged and currently out of service, and 2 RSS-SSKs in district storage.

Therefore, the sum of the 48 non-operational RSS-SSKs and the 2,727 RSS-SSKs in operation in FY 2019, totals 2,775 RSS-SSKs.
- b. There are currently no plans for the addition or removal of RSS-SSKs during FY 2020.

¹ SSKs were previously referred to as Automated Postal Centers (APCs).

² Docket No. ACR2018, Responses of the United States Postal Service to Questions 1-15, 17-50 of Chairman's Information Request No. 1, January 11, 2019, question 6 (Docket No. ACR2018 Responses to CHIR No. 1).

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2. In Docket No. ACR2018, the Postal Service filed a "Retail Revenue by Channel" table in response to a Chairman's Information Request (CHIR).³ Please provide an updated table for FY 2019.

RESPONSE:

Channel	FY2019 Revenue	Share of Total	Change from FY2018
Post Office Revenue	\$10,166,795,132.00	80.2%	1.33%
Stamp Sales by Partners	\$968,779,172.00	7.6%	0.01%
SSK/APC	\$282,483,230.00	2.2%	-23.67%
Stamps by Mail/Phone/FAX	\$72,927,203.00	0.6%	-10.87%
Contract Units	\$136,192,566.00	1.1%	-4.07%
Click-n-Ship	\$450,883,431.00	3.6%	-3.65%
Other	\$593,769,557.00	4.7%	4.85%
TOTAL RETAIL REVENUE	\$12,671,830,291.00	100.0%	0.33%

³ Docket No. ACR2018 Responses to CHIR No. 1, question 7.

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- 3.** Please provide the proportion of collection boxes for which the last mail pickup time is:
- a. Midnight to 11:59 a.m.;
 - b. Noon to 2:59 p.m.;
 - c. 3:00 to 4:59 p.m.;
 - d. 5:00 p.m. to 6:59 p.m.;
 - e. 7:00 p.m. to 11:59 p.m.; and
 - f. For each response in parts (a)-(e), please provide the proportions for Monday-Friday and Saturday-Sunday separately, if applicable.

RESPONSE:

- a. Monday – Friday: 31 percent; Saturday: 46 percent.
- b. Monday – Friday: 27 percent; Saturday: 38 percent.
- c. Monday – Friday 28 percent; Saturday: 13 percent.
- d. Monday – Friday: 14 percent; Saturday: 3 percent.
- e. Monday – Friday: 0 percent; Saturday: 0 percent.
- f. See responses to a. – e., above.

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4. Please provide a table detailing the following information regarding Village Post Offices (VPOs):
- a. The number of VPOs in existence at the beginning of FY 2019;
 - b. The number of VPOs opened in FY 2019;
 - c. The number of VPOs closed in FY 2019;
 - d. The number of VPOs in existence at the end of FY 2019; and
 - e. If the Postal Service's answer to part (a) is different from the Postal Service's end of FY 2018 number of 629,⁴ please confirm the reason stems from the discrepancy discussed by the Postal Service in their FY 2018 ACR submission.⁵ If not confirmed, please reconcile any discrepancy.

RESPONSE:

a. - d.

Beginning FY19	743
Opened in FY19	0
Closed in FY19	76
End FY19	667

e. Confirmed.

⁴ Docket No. ACR2018 Responses to CHIR No. 1, question 9.

⁵ Docket No. ACR2018, United States Postal Service FY 2018 Annual Compliance Report, at 60-61, December 28, 2018 (FY 2018 ACR).

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5. Please provide a table detailing the following information regarding Community Post Offices (CPOs):
- a. The number of CPOs in existence at the beginning of FY 2019;
 - b. The number of CPOs opened in FY 2019;
 - c. The number of CPOs closed in FY 2019;
 - d. The number of CPOs in existence at the end of FY 2019; and
 - e. If the Postal Service's answer to part (a) is different from the Postal Service's stated end of FY 2018 number of 452,⁶ please confirm the reason stems from the discrepancy discussed by the Postal Service in their FY 2018 ACR submission.⁷ If not confirmed, please reconcile any discrepancy.

RESPONSE:

a. - d.

Beginning FY19	465
Opened in FY19	0
Closed in FY19	16
End FY19	449

e. Confirmed.

⁶ Docket No. ACR2018 Responses to CHIR No. 1, question 10.

⁷ FY 2018 ACR at 60-61.

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6. Please provide a table detailing the following information regarding Contract Postal Units (CPUs):
- a. The number of CPUs in existence at the beginning of FY 2019;
 - b. The number of CPUs opened in FY 2019;
 - c. The number of CPUs closed in FY 2019;
 - d. The number of CPUs in existence at the end of FY 2019;
 - e. If the Postal Service's answer to part (a) is different from the Postal Service's stated end of FY 2018 number of 2,143,⁸ please confirm the reason stems from the discrepancy discussed by the Postal Service in their FY 2018 ACR submission.⁹ If not confirmed, please reconcile any discrepancy.

RESPONSE:

a. - d.

Beginning FY19	2,240
Opened in FY19	0
Closed in FY19	65
End FY19	2,175

e. Confirmed.

⁸ Docket No. ACR2018 Responses to CHIR No. 1, question 11.

⁹ FY 2018 ACR at 60-61.

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7. The Commission has historically found differences between what was submitted in the Annual Report to Congress and what the Postal Service provided in responses to CHIRs.
- a. Acknowledging that numbers do change as more information becomes available and as discussed by the Postal Service in their FY 2018 ACR submission,¹⁰ please fill in the table below in accordance with the Postal Service's records for FY 2017, FY 2018, and FY 2019.
 - b. The numbers requested in part (a) for FY 2017 and FY 2018 were also reported in a CHIR response in Docket No. ACR2018¹¹ and this year's FY 2019 Annual Report to Congress¹² and differ between the two sources. Please confirm which source contains the accurate numbers.

RESPONSE:

a.

Facility Type	FY 2017	FY 2018	FY 2019
Post Offices	26,410	26,365	26,362
Classified Stations & Branches and Carrier Annexes	4,967	4,959	4,960
Total Postal-Managed	31,377	31,324	31,322
Contract Postal Units	2,334	2,240	2,175
Village Post Offices	821	743	667
Community Post Offices	476	465	449
Total Non-Postal-Managed	3,631	3,448	3,291
Total Retail Facilities	35,008	34,772	34,613

b. The figures being reported in both sources and this docket are accurate and represent the most current, up-to-date totals at the time of the respective filing.

The reason for the discrepancy stems from the discrepancy discussed by the

¹⁰ *Id.*

¹¹ Docket No. ACR2018 Responses to CHIR No. 1, question 12.

¹² Library Reference USPS-FY19-17, 2019 Annual Report and Comprehensive Statement of Postal Operations, December 27, 2019, at 14.

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Postal Service in its FY 2018 ACR submission.¹³ However, the Postal Service notes that in FY 2017, there was a clerical error regarding the number of Contract Postal Units (CPUs) reported and that discrepancy was carried forward in both the FY 2018 and FY 2019 Annual Report to Congress. The correct total for FY 2017 CPUs is 2,334 and the correct total for FY 2017 Total Retail Facilities is 35,008.

¹³ FY 2018 ACR at 60-61.